

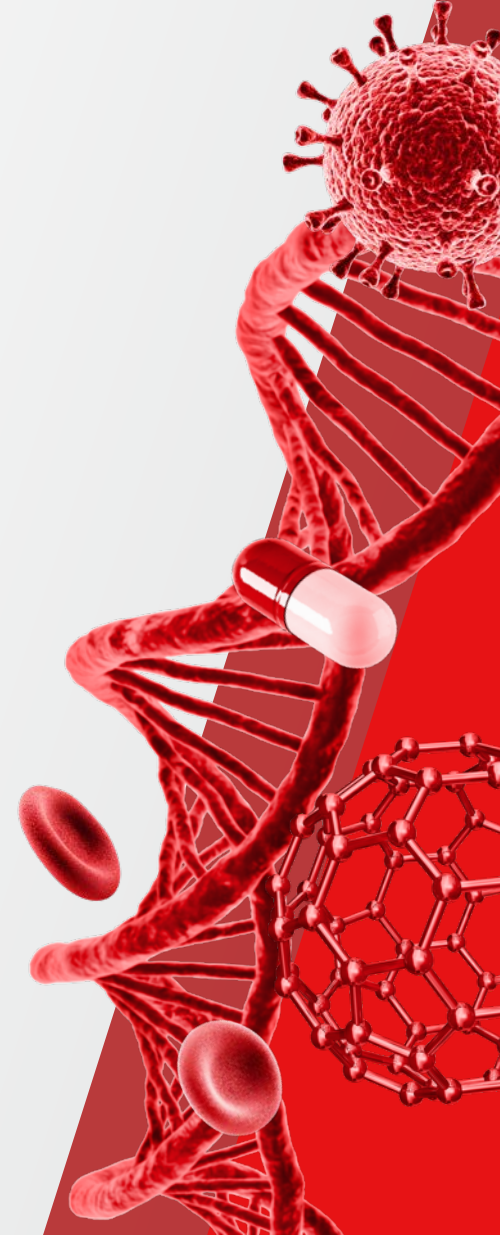
CISCO Users Group

Peter Pepe

Sr Channel Mg – VARs

Sept 14, 2022

 The world leader in serving science



Background

- Been in sales for 30+ years
- Been with Thermo Fisher 19 years
- 12 years as a Regional Sales Manager and National Sales Manager in the Northeast and all of US for our Industrial Hygiene products
- 4 years as a Regional Sales Manager in our Gas Analyzer Group covering the Northeast
- 3 years as Regional Sales Manager and Sr Channel Manager in GA group dealing with Value Added Resellers (integrators such as CISCO).

Environmental & Process Monitoring Overview (EPM)

- Design and manufacture industry leading products for
 - Gaseous/particulate pollutants
 - Flow, level and density measurement
 - Process analytical measurements
- Technologies have proven to help customers improve efficiency, ensure process and quality control, maintain regulatory compliance and increase worker safety.
- Serve a number of industries, including:

• Power	Regulatory Agencies	Biotech/Pharma
• Mining	Pulp & Paper	Steel
• Chemical	Petro-Chemical	Cement

Main Markets



- Thermo Scientific Gas Analyzers help ensure air quality for worker safety and regulatory compliance with reliable technology. We offer ambient air and source/stack emissions monitoring equipment that measures air quality, low and high levels of criteria pollutants, as well as other gases.



Pre "C" Series (1970's – 1993)

- 42iQ – Chemiluminescence – NO, NO₂, NO_x
- 43iQ – Pulsed Fluorescence – SO₂
- 48iQ – Gas Filter Correlation (NDIR) – CO
- 49iQ – UV Photometric – O₃
- 51i – Flame Ionization Detector (FID) – THC
- 55i – FID GC – CH₄ / NMHC



"C" Series (1992 – 2007)



**i-Series (2005 – Present)
select models only**

- 410iQ – NDIR – CO₂
- 450iQ – Pulsed Fluorescence – H₂S / SO₂
- 15i – Gas Filter Correlation (NDIR) – HCl
- 17i – Chemiluminescence – NH₃
- 46i – Gas Filter Correlation (NDIR) – N₂O
- 146iQ – Multi-Gas Calibrator



iQ Series (2017 – Present)

Gaseous Pollutant Analyzers



SO₂, NO_x, CO, CO₂, O₃, THC, TRS

NO_x/O₂ or CO/O₂ Combo Analyzer

US EPA Designated Methods for Ambient (FRM & FEM) monitoring

Parts Commonality across the platforms

Service Program Overview

- **Extended Warranty**

- Extends features of standard warranty coverage (Standard & Expedited repair)
- Available in multi-year terms
- Includes all parts and labor
- Offers predictable expenditure through procurement at time of product sale

Technical Training

- Dedicated factory-based training centers
- Customer onsite training
- Customizable curriculum
- Instructor led, webinars and E-learning
- www.thermofisher.com/epmtraining

Preventive Maintenance

- Standard contract options available in monthly, quarterly, or annual service increments
- Includes all travel and expenses
- Prescheduled with customer

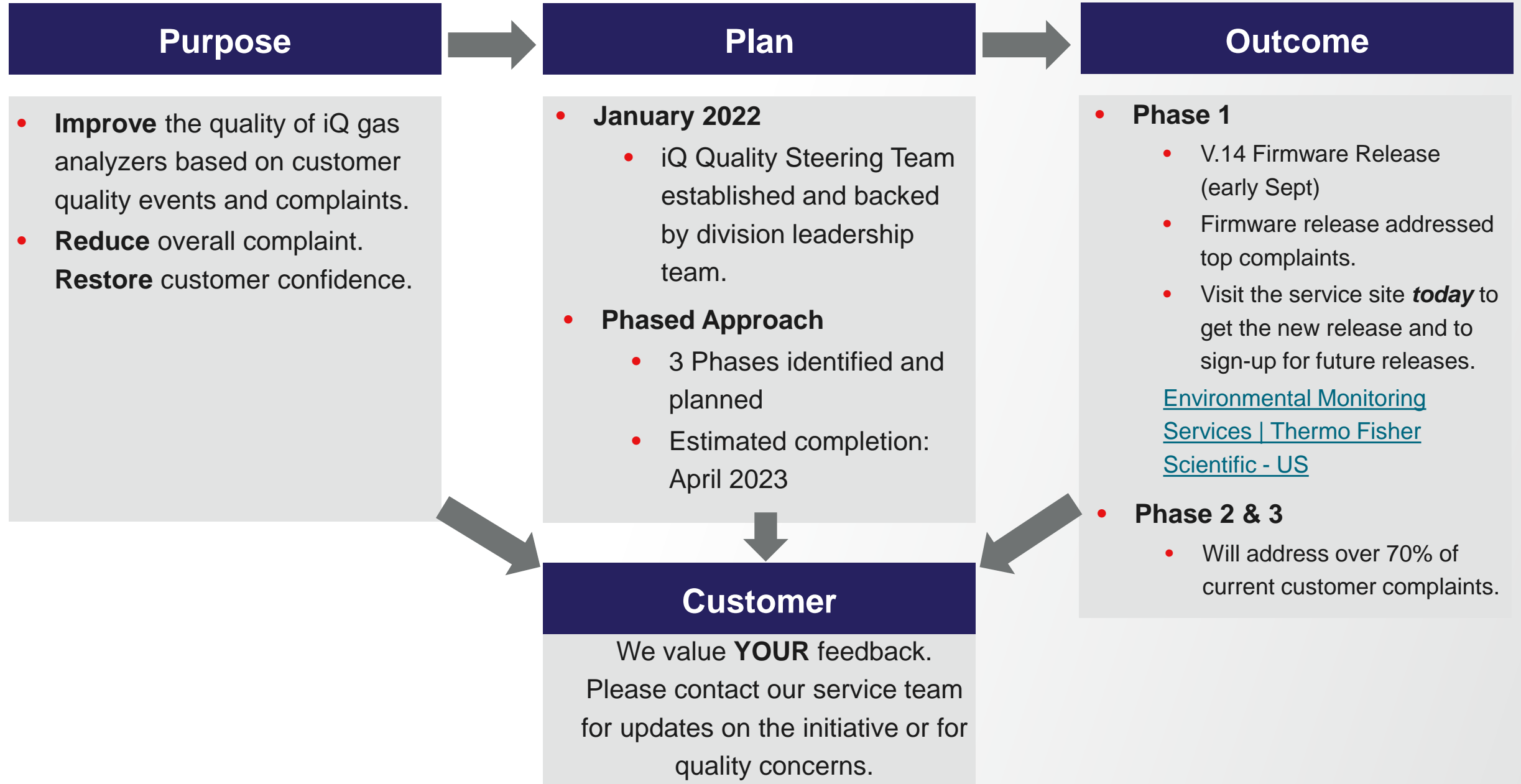
Depot Repair

- Fixed Rate Repair (No Time & Material)
- Exchange Program – Warranty replacement

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- End of life for “I” series.
- Instruments are obsolete – if you need discontinuation notice let me know
- Spares available until 12/25
- Supply chain issues – Have caused long lead times – Hope to clear our logjam by mid Q4
- Missed deliveries – Caused by supply chain issues – Doing all we can to ship ASAP
- Deliveries – Presently quoting 17 weeks on instruments. Spare parts varies.
- Quality issues –
 - Board failures, Reboots, etc.
 - Some are resolved through the new software release (Version 14) and some through hardware changes.
 - Engineering is working through design review & if necessary will work with suppliers
 - If you want to talk more feel free to reach out to me and I can put you in touch with our PLM
 - 70% vs 30% - not instrument issue. Pilot error, miss shipment, etc. We want to hear any issues so we can investigate

Thermo Fisher iQ Quality Initiative



Contacts

- CISCO – Main number – 303-790-1000
- Peter Pepe – 484-269-1363
- Tech Support – 866-282-0430, Hit 2 then hit 1
- Product Line Manager (Gas Analyzers) – Stacy Bashline – 814-404-2947

Questions

